STATE OF CALIFORNIA



DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

Low-Income Weatherization Program
Single-Family Energy Efficiency and Solar
Photovoltaics- Regional Approach

Eligibility and Verification Guidelines

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Overview: Purpose

The following sections provide details on eligibility requirements and verification.

Purpose

This Eligibility and Verification Guide is designed to be an in-depth and easy-to-use reference for determining eligibility, processing intake forms, addressing policies and procedural requirements, and other pertinent program information for the Low-Income Weatherization Program (LIWP) which is administered by the Department of Community Services and Development (CSD) and operated by Regional Administrators (RAs) and a network of subcontractors. Throughout the remainder of this document, the term Regional Administrator or RA will serve to identify the RA and any of its network of subcontractors employed to deliver services within the scope of the LIWP contract.

Section I: Eligibility Overview

There are various ways that low-income households can qualify for services. Since eligibility is closely tied to allowable measure types, the chart below summarizes this at-a-glance:

	Basic Measures	Enhanced/Audit Measures	Solar PV
Household Income Eligibility	X	X	X
Categorical Eligibility	Х	X	
Neighborhood Eligibility	X		

All Applicants Applicants for LIWP must meet the following criteria:

- 1. Be residents of California
- 2. Provide proof of Identity Driver's License, California ID or other Government issued ID (Primary **Applicant Only**)
- 3. Be responsible for energy costs and provide copies of energy bills
- 4. Meet the Household Composition Guideline (Section II Subsection 1)
- 5. Housing unit must meet Dwelling Eligibility Guidelines (Section VI)

<u>Documentation</u>: The basis for eligibility must be verified and documented in the client file. Copies of all verifications, whether they be electronic or hard copy, must also be maintained in the client file.

Subsection 1: Income Eligibility Summary

Policy

Households that meet the income qualifications identified for LIWP may qualify to receive Basic Measures, Enhanced / Audit Measures and Solar PV.

Income eligibility is based on the household's total monthly gross income, which cannot exceed LIWP income guidelines as follows:

Household income eligibility limits will be determined by the higher of either 80% Area Median Income (AMI) for the county where services are being provided or 60% State Median Income (SMI) by household size.

In certain counties, and for households of certain sizes, applicants may qualify under the 60% SMI standard, but not qualify under the 80% AMI standard if the maximum allowable AMI is lower in that county. For this reason, CSD will maintain a hybrid income qualification table so that LIWP RAs can qualify

households based on the higher allowable maximum income for that specific area.

These hybrid income limits will be updated annually with the release of the U.S. Department of Health & Human Services – Office of Community Services State Median Income limits (https://www.acf.hhs.gov/programs/ocs/liheap) and the State of California Department of Housing and Community Development Area Median Income (AMI) Limits. (https://www.hcd.ca.gov/grants-funding/income-limits/state-and-federal-income-limits/docs/inc2k17.pdf) Updated income limits are included in Appendix B of this document and will also be posted on CSD's Provider Website maintained for the RAs (https://providers.csd.ca.gov/LIWP2.aspx).

Subsection 2: Categorical Eligibility Summary

Policy

Categorical Eligibility may be used in lieu of income eligibility to determine eligibility for households to receive services (Basic and Enhanced LIWP Measure packages). If any person within the household qualifies based on categorical eligibility the household is qualified for LIWP services.

Qualifying programs for categorical household eligibility will be based on program criteria as outlined in Section III of this document along with verification requirements.

Subsection 3: Neighborhood Eligibility Summary

Policy

CSD recognizes the challenges that may be faced by Regional Administrators in conducting outreach, assessing eligibility, and providing services to all disadvantaged community census tracts when they are widely disbursed across large regional areas. To reduce overhead, increase speed of deployment and focus project investments in communities where the needs are greatest, CSD has identified certain disadvantaged communities where RAs and their subcontractors are authorized to take a coordinated neighborhood approach and offer the Basic Measures Package to all households in single-family and mobile homes in those census tracts.

CSD has identified 130 census tracts that are represented in both the top 5% of Disadvantaged Communities (DACs) ranked as most burdened by indicators used in CalEnviroScreen 2.0, and appear as communities ranked in the highest 5% for poverty population based on U.S. Census Data. These census tracts are listed in Section IV of this document.

Purpose

It is anticipated that making the LIWP Basic Measures package available in targeted neighborhoods will assist LIWP Providers in gaining householder agreement for participation and streamlined qualification for advanced levels of energy efficiency services.

Section II: Income Verification

Subsection 1: General Guidelines

General Guidelines

<u>Household Composition Guideline</u>: A Household is defined as an individual or group of individuals, related or unrelated, who share residential energy and have an energy cost.

The Energy Intake Form (CSD 43L) requires applicants to list the gross income of all individuals living in the household with an income source. For households qualifying to receive LIWP services based on income eligibility, RAs must obtain income documentation fully supporting the total gross monthly income entered on the CSD 43L.

Income documentation must be within 6 weeks of the application intake date, and must comply with the stated acceptable forms of Income Documentation Requirements listed in Subsection 3 of this section.

RAs should utilize the Certification of Income & Expenses (CSD 43B) in addition to the CSD 43L to assist applicants with their understanding of the eligibility requirements and to provide the necessary information required to successfully complete the application for services.

Undocumented Income: In those rare cases where a household member is unable to produce acceptable documentation of income (i.e. working at odd jobs, collecting and cashing in recyclables, etc.) RAs may use the following income documentation procedures to calculate the monthly income earned:

- If income documentation is not available, applicant must submit a signed Certification of Income & Expenses (CSD 43B) confirming the inability to provide the required income documentation substantiating gross monthly earnings and the reason it is unavailable.
- If documentation provided is only partial, the applicant must provide information describing any missing income documentation and confirm the projected gross monthly income total.
- Using the self-certification statement and/or partial documentation provided by the applicant, RAs must determine the calculation needed to compute the gross monthly earnings using either self-certification or partial wage stub submission.

Subsection 2: Income Calculation

Total Income Submitted

When four weekly, two bi-weekly or two bi-monthly consecutive paystubs are submitted as proof, add the gross countable income of all stubs to calculate monthly income.

Calculation Criteria

To create consistency in calculating income, RAs or their subcontractors must calculate monthly income using a standardized method.

The following criteria should be used when assessing documentation utilized for calculating income:

- Proof of income must be within 6 weeks from the intake date (unless otherwise specified by the issuing agency).
- Must use <u>gross income</u> before deductions. (Exceptions: For Excluded Income Sources, please see Subsection 4 within this section.
- Income document(s) must cover a one-month period unless applicant did not work a full month or provides a documented hardship
- Seasonal worker's income must be based on the actual current income at time of intake.

Income Formulas

How to calculate incomplete earned income documentation:

- A weekly gross countable income must be multiplied by 4.333 to total one month's income.
 - \$550 weekly X 4.333 = \$2,383.15 monthly income
- Bi-weekly gross income should be multiplied by 2.167 to calculate one month's income.
 - \$1,200 bi-weekly X 2.167 = \$2,600.40 monthly income
- Bi-monthly gross income should be multiplied by 2
 - \$1,200 bi-monthly X 2 = \$2,400.00 monthly income
- Quarterly gross income (including any interest and dividends) should be divided by 3 to arrive at a monthly average.
 - \circ \$4,000 quarterly \div by 3 = \$1333.33 monthly income

Note: The above income calculations are meant to assist RAs with applicants that are unable to provide a full set of income documentation to substantiate gross monthly income. This should not be utilized as a common practice and RAs must make reasonable efforts to obtain full income documentation support

Exceptions Example A

Stated Income on Intake Form: \$800 Weekly Pay Stub: \$200 Income using formula (\$200 X 4.333) \$866.60

Example A is an acceptable method for utilizing the income formula for determining monthly income as the monthly calculated income reconciles within reason with the applicant's statement of gross monthly income on

intake form. In this example the total household income entered would be \$866.60.

An adjustment to the income statement on the intake form can be made by the intake worker to match the provided proof. The intake worker can line through the statement (in a distinctive color) of \$800 and write in the correct amount of \$866.60 and initial the correction.

Example B

Stated Income on Intake Form: \$0 Weekly Pay Stub: \$200

Example B – In this situation the proof of income provided does not reconcile against the income stated on the intake form. The applicant must declare their monthly income. Another attempt must be made to contact the applicant to explain and resolve the discrepancy.

Employment for less than a Full Month

For applicants that have not yet worked a full month, the formulas are not to be used to calculate a month's worth of income.

The applicant must provide the paystubs of the weeks they have worked, and the intake worker must document the file with the amount of time the applicant has worked in the last month and the income received during that time.

Annual Statements - Public Benefits

For a public benefit award, such as Social Security or SSI that is updated (increased / decreased) annually proof of income does not need to be within 6 weeks of intake or eligibility. In these situations, it is correct to utilize the most recent annual update to determine eligibility.

Verifying recurring Income through Bank Deposits

For certain types of recurring income that are issued through direct deposit to a bank account, RAs can utilize a recent (within 6 weeks of intake / eligibility) to certify the income. This should be considered a secondary form of income verification and should only be utilized if the source income document is unavailable.

Subsection 3: Acceptable Income Documentation

Low-Income Weatherization Program					
Single-Family Energy Efficiency and Solar Photovoltaics Program Income Documentation Requirements					
	Coun	table	-	May Ago of	
Income Source			Documentation	Max Age of	
	Yes	No	(only one method is required)	Document	
Wages, Salaries &			Acceptable Proof	42	
Commissions			 Copy of Federal Income tax filings showing gross income and W-2 or 1099 	12 months	
			 Current copy of pay stub(s) covering 1 month of 	30 days (current	
			gross income before deductions	within 6 weeks)	
			 Letter from employer with company letterhead, 		
			address, phone number, the gross amount and		
			current pay period		
			Cash Only Affidavit		
			Unacceptable Proof		
			Outdated Information		
			Information without dates		
	Х		Copy of check(s) showing net amount only		
			Federal and State Tax Forms (exception: self-		
			employed)		
			W2 Forms Non consequitive payestyles or checks		
			Non-consecutive pay stubs or checksEmployers' letter not showing gross income		
			amount		
			Food Stamp verification with no dollar amount		
			listed		
			Renter's Credit Form		
			Copy of bank statement		
			Military pay showing base pay only		
Alimony Child Support-			Acceptable Proof		
(Receiving)			Copy of check	30 days (current	
3			Copy of bank statement showing deposit	within 6 weeks)	
	Х		Signed affidavit from the person providing the	,	
			support		
			Copy of most recent court document stating		
			amount		
Capital or Other Gains			Acceptable Proof		
(Only if self-employed or selling	Х		Federal income tax filing showing capital or	12 months	
real-estate property on regular			other gains including all supporting documents		
basis) Disability, Foster Care,			Acceptable Proof		
VA benefits,			Current check stub(s)	30 days (current	
Unemployment Worker's			Current printout	within 6 weeks)	
Compensation			Current award letter		
			Bank statement		
	Χ		Foster care payments received - DO NOT count		
			if child/adult are unable to live alone		
			<u>Unacceptable Proof</u>		
			Outdated Information		
			Information without a date		
			Award letter without income or date		

Gambling/Lottery Winnings	x	Non-consecutive checks or stubs Less than one month's verification Current printout of bank statement Copy of current checks Exceptions – (VA Benefits Only) Assistance paid directly to the rental company, landlord or mortgage company should not be counted towards income Acceptable Proof Determined on a case-by-case basis Seek feedback from CSD management	N/A
General Relief/Cash Public Assistance (County)	X	 Acceptable Proof Current Award Letter of Notice of Action Copy of current check Current verification from worker with amount of payment and date Food Stamp verification with current income amount listed Current aid printout summary Copy of bank statement showing direct deposit Passport to Services printout summary Unacceptable Proof Outdated or altered Information Medi-Cal cards Food Stamp verification with no income amount or date Notice of Action stating homeless aid Exceptions Overpayment adjustments should not be deducted from the gross aid amount Food Stamp allotment amounts are not considered income and should not be used when calculating income Assistance paid directly to the rental company, landlord or mortgage company should not be counted towards income 	12 Months 30 days (current within 6 weeks)
Interest Dividends and Royalties	x	Copy of screen print of bank statement showing deposits/direct deposit Copy of customer's investment statements Current Federal Income tax return with all schedules including IRS Form 1099 Unacceptable Proof Outdated information Information without a date Financial statement(s) without a dollar amount listed Federal and State Tax Forms	30 days (current within 6 weeks)

	1		Assessable Bossel	
Proceeds from			Acceptable Proof	NI - NA i
Insurance/Legal	V		Copy of settlement document	No Maximum
<u>Settlements</u>	Х			Age
(if regular payments from				
insurance or annuity)				
Monetary Gift				
(one-time payment)				
		Χ	• N/A	N/A
Monetary Gift			Acceptable Proof	
(reoccurring payments)			Copy of screen print of bank statement showing	30 days (current
	Х		deposit	within 6 weeks)
			Affidavit from the gift giver	
Pension 401K Payments			Acceptable Proof	
and Withdrawals IRA-			Copy of most recent Award Letter	30 days (current
401-K Disbursements			Copy of customer's check stubs	within 6 weeks)
			Copy of Form 1099R with tax return	
	Χ		Copy of bank statement showing direct deposit	
			+Unacceptable Proof	
			Outdated or altered information	
			Benefit letter with no income amount or date	
Pontal Income			Acceptable Proof	
Rental Income			I	20 days / surrent
			Tax return form 1040 and Schedule E showing	30 days (current
			rental income and royalty income	within 6 weeks)
			Copy of rental receipts	
			Copy of rental agreement specifying rent	
			amount	
			Affidavit from tenant specifying rent amount	
			and contact information	
			<u>Unacceptable Proof</u>	
	Х		Outdated or altered information	
			 Unsigned 1040 Federal Income Tax Form 	
			1040 Tax Form showing no dollar amount on	
			rental income	
			Profit or Loss Tax form (Schedule C) without	
			1040	
			Supplemental Income and Loss Tax Form	
			(Schedule E) without 1040	
			Any other tax form (i.e., 540 State Tax Form,	
			1040EZ Tax Form, 1040A Tax Form)	
School Grants,				
Scholarships & Other		Х	N/A	N/A
Student Aid		^	14/74	IN/A
			Assemble Busef	
Self-Employment			Acceptable Proof	
Earnings/Day Labor			Signed self-employment statement showing	30 days (current
			gross receipts, gross expenses, and net income	within 6 weeks)
			for a one month time period	
	Χ		Copy of current signed and dated 1040 Federal	
			Tax Form, signed by applicant(s) OR licensed tax	
			return preparer (or both)	
			Income statement showing most recent	
			quarterly adjusted earnings	

		Affidavit from applicant's accountant Unacceptable Proof	
		 Outdated or altered information Unsigned 1040 Federal Income Tax Form 1040 Tax Form showing no dollar amount on rental income Profit or Loss Tax form (Schedule C) without 1040 Supplemental Income and Loss Tax Form (Schedule E) without 1040 Any other tax form (i.e., 540 State Tax Form, 1040EZ Tax Form, 1040A Tax Form) 	
SSA (Federal) – Social Security Administration	X	Acceptable Proof Copy of most recent Award Letter or Notice of Action Copy of bank statement showing direct deposit HUD statement with social security amount Copy of check Form 1099 Unacceptable Proof Outdated information Benefit letter with no income amount or date Payee's letter of verification not showing income amount Medicare cards Exceptions Overpayment adjustments should not be deducted from the gross aid amount Medicare premiums are not considered income and must be deducted from the total gross income	30 days (current within 6 weeks)
SSI/SSP	X	Acceptable Proof Copy of check Payee's (income recipient) letter of verification showing income amount Notice of Planned Action Copy of back statement showing direct deposit HUD statement with Social Security amount Annual benefit letter with current dates Computer printout or letter that states the current annual benefit amount Form 2458 completed by Social Security Office Unacceptable Proof Outdated information Benefit letter with no income amount or date Payee's letter of verification not showing income amount Medicare cards Exceptions Overpayment adjustments should not be deducted from the gross aid amount Medicare premiums are not considered income and must be deducted from the total gross income	30 days (current within 6 weeks)

Survivor's Benefits	Х	Acceptable Proof Copy of current check Current check stub Current printout Current Award Letter Bank statement with direct deposit Unacceptable Proof Outdated Information Information without a date Award letter without income or date	30 days (current within 6 weeks)
Union Strike Funds	Х	Acceptable Proof • Copy of benefits payment stubs	30 days (current within 6 weeks)

Subsection 4: Excluded Income Sources

Policy

Certain types of income are to be excluded from the total household income. Verification of the non-countable income or excluded income being received must be retained in the applicant file.

Medical Healthcare Premiums

All medical healthcare premiums are to be deducted from the gross monthly income. Documentation must be included in the client file verifying the deduction from paycheck stub or an invoice for a medical premium paid by the applicant.

Note: The following premiums are not to be deducted from gross monthly income; Vision, Dental, Long-Term Care, Medical Reimbursement Accounts, Co-pays, prescriptions, share of cost payments, etc.

Student Assistance

This includes Grants, Scholarships, Fellowships and Gifts/Pell Grants/Federal Perkins Loans, Federal Supplemental Education Opportunity Grants, Leveraging Educational Assistance Program (LEAP), Department of Education and Bureau of Indian Affairs (BIA), University Year for Action and work study.

Foster Care Payments

Payments received for the care of foster children or foster adults, who are unable to live alone.

Child Support Payments

Parental entities receiving child support payments should include the amount paid for the child(ren) in the total countable household income.

In Home Care Provider

The income of a live-in aid* or amounts paid by a State agency (In Home Supportive Services) to a family or non-family member to offset the cost of services and equipment needed to keep the family member at home will not be included in total household income.

*Live-in aid is defined a person who resides with one or more elderly persons (at least 62 years old), or near elderly persons (at least 50 years old), or persons with disabilities, and who:

- 1. Is determined to be essential to the care and well-being of the person(s);
- 2. Is not obligated for the support of the person(s); and,
- 3. Would not be living in the unit except to provide the necessary supportive services.

Income from a Minor

Income from employment of children (including foster children) under the age of 18 years will be excluded from countable household income.

Food Stamps	The value of the coupon allotment provided to any eligible household.
Medicare and Medi-Cal	The value of medical expenses paid directly to a heath care provider on behalf of the household.
Medicare Deductions	The deduction for Medicare from Social Security benefits.
Gifts and Inheritances	One time lump sum inheritances or gifts.
Disaster Assistance	Payments made by federal service providers under a presidential declaration of disaster including, but not limited to, individual family grants from the Federal Emergency Management Agency (FEMA).
Victims of Crime Payments	All payments to victims of a crime (Victim's Compensation).
Reparation Payments	Payments to Aleut people and people of Japanese ancestry under Public Law 100-383.
Victims of Naz Persecution	Payments made to individuals because of their status as victims of Nazi persecution shall be disregarded in determining eligibility.
Older Volunteers	Older Americans Volunteers Act of 1965 – Income paid to participants in programs carried out under the Community Service Employment Program (Title V of the Older Americans Act), including Green Thumb, Senior Health Aides, Senior Companions.
Domestic Volunteers	Domestic Volunteer Service Act of 1973(P.L.93113) - Income paid to participants - Title I: Volunteers in Service to America (VISTA), AmeriCorps, University Year for Action (UYA), Urban Crime Prevention Program. Title II: Retired Senior Volunteer Program (RSVP), Foster Grandparent Program, Older American Community Service Program (Senior Health Aides, Senior Companions). Title III: Service Corps of Retired Executives (ACE)
Vietnam Agen Orange Benefits	t Benefits given for the dependents and survivors of Vietnam veterans who suffer from certain birth defects.

Native

The value of land taken from and later added back to Indian reservations American Land must not be considered income.

Native American **Judgements**

Indian per capita judgment payments made to any tribe or group whose trust relationship with the federal government has been terminated and for which legislation was in effect before October 12, 1973 authorized the disposition of its judgment funds.

Non-Cash

Any non-cash Federal or State Benefits.

Workforce (WIA)

Title I of the Workforce Investment Act of 1998: Supportive services to **Investment Act** participants including assistance that enables people to participate in the program, such as transportation, health care, child care, handicapped assistance, meals, temporary shelter, counseling, and other reasonable expenses or participation in the program.

Advance Pay

Advance pay means the state sends you funds before your In-Home Supportive Services are performed, so you can pay your care provider directly. To get advance pay, you must be considered "severely disabled," meaning you need at least 20 hours per week in personal care services, meal preparation and cleanup, and/or paramedical services.

Nutrition Programs

- Benefits from Women, Infant, and Children (WIC) program
- Agriculture Nutrition Act of 1949 Section 416: value of federally donated food acquired through price support operations for school lunch or other distribution to needy people
- Child Nutrition Act: the value of assistance to children under this Act
- National School Lunch Act: the value of assistance to children under this Act.
- Meals for Older Americans, School breakfasts, lunches and milk programs

Job Related **Expenses**

For non-self-employed applicants that do not file income tax as selfemployed (a sales person or a truck driver/taxicab driver) and who pay business expenses and also receive a paycheck, deduct the business expenses from the household's total gross income.

Prizes and Awards

A prize is generally something received in a contest, lottery or game of chance. An award is usually received as the result of a decision by a court, board of arbitration, or the like.

Sale or Exchange of Property

Capital gains people received (or losses they incur) from the sale of property, including stocks, bonds, a house, or a car (unless the person was engaged in the business of selling such property, in which case count the net proceeds as income from self-employment).

Loans

Loans are an advance of money from lender to borrower, where the borrower must repay, with or without interest. This applies to any commercial as well as noncommercial loan (between relatives, friends or others) that is recognized as enforceable under state law.

Evidence must be obtained with respect to the existence of a bona fide loan agreement. The burden of proof with respect to the nature of the loan is with the claimant.

Other Exclusions

- Military combat pay
- Draw down from Reverse Mortgage
- Tax Refunds
- Withdrawal from Savings
- Food or housing received in lieu of wages
- The value of food and fuel produced and consumed on farms
- One-time Insurance Payments
- Compensation for Injury
- Federal or State Mortgage Assistance Programs (i.e., Keep Your Home California)

Subsection 5: Undocumented Sources of Income

Definition

Cash income from irregular sources including, but not limited to, babysitting, mowing lawns, redeeming cans/bottles, paid in cash or selling personal property requires documentation.

Self-Certification

Self-Certification is only acceptable when all reasonable steps to obtain hardcopy or supporting verification have been exhausted and it would create an undue hardship for the applicant if they are required to pursue other verifications. Any undue hardship must be fully documented in the client file.

An applicant Certification of Income & Expenses, CSD 43B, may be used for proof of income when the applicant does odd jobs from various sources and cannot obtain verification, or if the third party who is asked to complete a form or statement on behalf of the applicant refuses to provide a signed document.

If the self-certification statement is used, it must provide enough information to accurately determine the applicant's countable income.

NOTE: Third party non-cooperation cannot cause the applicant to be denied services.

Subsection 6: Zero Income

Introduction

Applicant households claiming zero income must provide documentation identifying the source(s) of support utilized to meet their monthly obligations or living expenses. Current living expenses include, but are not limited to: rent/mortgage, utilities (gas, power, trash, and phone), food, insurance and car payments.

This procedure does not apply to households that submit proof of non-countable income and/or excluded income. The verification of non-countable income or excluded income must be included in the client file.

Zero Income Certification

For LIWP applicants, after all attempts to collect documentation have failed, a Certification of Income & Expenses, CSD 43B, completed and signed by the applicant claiming no income, is acceptable. **This document does not require notarization**. All attempts to obtain documentation and the reason for accepting this self-certification must be documented in the client file.

Denial

Inadequate information on the form is cause for denial of services.

Section III: Categorical Eligibility Verification

	Department of Community Services and Develo Low-Income Weatherization Program Single-Family Energy Efficiency Program Categorical Eligibility Requirements 2017	•
PROGRAM	ACCEPTABLE DOCUMENTS	MAX AGE OF DOCUMENTS
Bureau of Indian Affairs General Assistance	 Award Letter or Notice of Action Bank Statement with Direct Deposit Source (Gross Amount) Screen Print from Issuing Agency Un-Cashed Check(s) 	90 Days
Energy Savings Assistance Program (ESAP)	 Copy of Property Owner Waiver Copy of the ESAP Assessment Form Other ESAP Issued documentation if approved by CSD 	12 Months
Low-Income Home Energy Assistance Program (LIHEAP)	 CSD Form 43 Proof of LIHEAP Payment to Utility 	12 Months
<u>Medi-Cal</u>	 1095-B (01/01 to 06/30 Only) DHCS 68-0317191 3rd Party Medi-Cal Card (LA Care, IEHP, HealthNet, etc.) Adoption Assistance or Foster Care Award Letter Award Letter or Notice of Action Benefits ID Card (Issued with 12 months) 	12 Months
Medi-Cal for Families	 Award Letter or Notice of Action Current (<60days) Premium Statement (Not Past Due) 	12 Months
NSLP (National School Lunch Program)	Award Letter or Notice of Action	12 Months
SNAP (Federal Supplemental Nutritional Assistance Program) CALFRESH	 Award Letter or Notice of Action Fax from Case Worker Screen Print from Issuing Agency Screen Print from Website 	6 Months
SSI (Supplemental Security Income)	 1099 (01/01 to 06/30 only) Award Letter or Notice of Action Bank Statement with Direct Deposit Source (Gross Amount) Fax from Case Worker Screen Print from Issuing Agency Un-Cashed Check(s) 	12 Months
TANF (Temporary Assistance for Needy Families) CALWORKS Tribal Head Start	 Award Letter or Notice of Action Bank Statement with Direct Deposit Source (Gross Amount) Screen Print from Issuing Agency Un-Cashed Check(s) Award Letter or Notice of Action 	12 Months 12 Months

Tribal TANF	Award Letter or Notice of Action	12 Months
	Bank Statement with Direct Deposit Source (Gross	
	Amount)	
	 Screen Print from Issuing Agency 	
	 Un-Cashed Check(s) 	
WIC (Women,	WIC Folder	60 Days
Infants and	WIC Voucher	
<u>Children)</u>		

Section IV: Neighborhood Eligibility Verification

List of Census Tracts for Neighborhood Eligibility for Basic LIWP Package

County	Region	Census Tract	Climate Zone	City	Poverty Population
Sacramento	1	6067004502	12	Sacramento	3,511
Yolo	1	6113010203	12	West Sacramento	3,777
Alameda	2	6001408800	3	Oakland	3,916
Fresno	3	6019000400	13	Fresno	3,845
	3	6019000600	13	Fresno	4,787
	3	6019000902	13	Fresno	4,206
	3	6019001201	13	Fresno	3,603
	3	6019001301	13	Fresno	3,653
	3	6019001304	13	Fresno	5,028
	3	6019001407	13	Fresno	3,465
	3	6019001410	13	Fresno	6,385
	3	6019002000	13	Fresno	4,220
	3	6019002501	13	Fresno	4,626
	3	6019002502	13	Fresno	4,569
	3	6019002601	13	Fresno	4,125
	3	6019002702	13	Fresno	4,478
	3	6019002800	13	Fresno	3,933
	3	6019002903	13	Fresno	3,701
	3	6019003202	13	Fresno	4,300
	3	6019003400	13	Fresno	3,518
	3	6019004205	13	Fresno	3,790
	3	6019005100	13	Fresno	3,639
	3	6019006501	13	Reedley	5,249
	3	6019007100	13	Selma	5,900
	3	6019008502	13	Parlier	4,606
Kern	3	6029000400	13	Bakersfield	3,745
	3	6029000600	13	Bakersfield	4,969
	3	6029001300	13	Bakersfield	6,053
	3	6029001400	13	Bakersfield	5,440
	3	6029002000	13	Bakersfield	5,679
	3	6029002200	13	Bakersfield	4,967
	3	6029002301	13	Bakersfield	7,482
	3	6029002400	13	Bakersfield	4,179
	3	6029002500	13	Bakersfield	6,992
	3	6029003000	13	Bakersfield	5,166
	3	6029003121	13	Bakersfield	6,409
	3	6029004800	13	Delano	7,510
Kings	3	6031001100	13	Hanford	4,158
Madera	3	6039000502	13	Madera	6,462
	3	6039000900	13	Madera	6,802

County	Region	Census Tract	Climate Zone	City	Poverty Population
Merced	3	6047000505	12	Atwater	3,866
San Joaquin	3	6077000700	12	Stockton	3,608
·	3	6077000801	12	Stockton	4,259
	3	6077001500	12	Stockton	5,306
	3	6077001900	12	Stockton	3,887
	3	6077002300	12	Stockton	3,574
	3	6077002701	12	Stockton	3,698
Stanislaus	3	6099001400	12	Modesto	4,387
	3	6099001500	12	Modesto	3,799
	3	6099002200	12	Modesto	4,128
	3	6099002301	12	Modesto	5,663
	3	6099002402	12	Modesto	4,166
	3	6099003802	12	Turlock	4,123
Tulare	3	6107000900	13	Visalia	4,979
	3	6107003400	13	Porterville	4,475
	3	6107004200	13	Pixley	4,641
Tulare	3	6107004300	13	Earlimart	5,709
Los Angeles	4	6037192610	9	Los Angeles	3,516
	4	6037199000	9	Los Angeles	3,604
	4	6037203100	9	Los Angeles	3,509
	4	6037203200	9	Los Angeles	3,457
	4	6037206032	9	Los Angeles	4,013
	4	6037206300	9	Los Angeles	4,386
	4	6037208000	9	Los Angeles	4,560
	4	6037208401	9	Los Angeles	4,057
	4	6037228100	8	Los Angeles	3,677
	4	6037228800	8	Los Angeles	4,260
	4	6037231710	8	Los Angeles	4,014
	4	6037231800	8	Los Angeles	3,954
	4	6037231900	8	Los Angeles	4,445
	4	6037232120	8	Los Angeles	3,799
	4	6037239202	8	Los Angeles	3,515
	4	6037239701	8	Los Angeles	3,765
	4	6037240200	8	Los Angeles	3,928
	4	6037240500	8	Los Angeles	4,342
	4	6037242700	8	Los Angeles	3,916
	4	6037243100	8	Los Angeles	4,679
	4	6037402304	9	Pomona	3,761
	4	6037402501	9	Pomona	3,791
	4	6037402502	9	Pomona	4,432
	4	6037402702	9	Pomona	4,635
	4	6037402801	9	Pomona	3,622
	4	6037404801	9	Baldwin Park	3,696
	4	6037432402	9	El Monte	4,024
	4	6037432802	9	El Monte	4,024
	4	6037433200	9	El Monte	3,772
	4		9		· ·
	4	6037433801	<u> </u>	South El Monte	4,297

County	Region	Census Tract Climate Zone		City	Poverty Population	
Los Angeles	4	6037433901	9	El Monte	3,887	
	4	6037530302	9	Los Angeles	3,818	
	4	6037530801	9	Los Angeles	4,428	
	4	6037531201	9	Los Angeles	3,663	
	4	6037531301	9	Los Angeles	4,212	
	4	6037531302	8	Los Angeles	4,408	
	4	6037534202	8	Bell	4,252	
	4	6037535300	8	Los Angeles	4,009 3,745	
	4	6037540000	8	Lynwood		
	4	6037540502	8	Lynwood	3,944	
	4	6037542200	8	Compton	4,630	
	4	6037543100	8	Compton	3,596	
	4	6037553802	8	Paramount	3,794	
	4	6037572900	6	Long Beach	3,896	
	4	6037575401	6	Long Beach	3,620	
Orange	5	6059074403	8	Santa Ana	4,470	
Riverside	5	6065030104	10	Riverside	4,124	
	5	6065030400	10	Riverside	4,114	
	5	6065030501	10	Riverside	3,536	
	5	6065041101	10	Riverside	3,880	
	5	6065041703	10	Corona	3,954	
San Bernardino	5	6071000301	10	Montclair	5,953	
	5	6071001600	10	Ontario	3,842	
	5	6071002204	10	Fontana	3,685	
	5	6071002401	10	Fontana	5,614	
	5	6071002402	10	Fontana	5,702	
	5	6071002501	10	Fontana	3,558	
	5	6071002502	10	Fontana	4,165	
	5	6071003301	10	Fontana	3,669	
	5	6071003302	10	Bloomington	3,972	
	5	6071004003	10	Bloomington	4,598	
	5	6071004103	10	San Bernardino	4,002	
	5	6071004201	10	San Bernardino	4,443	
	5	6071004202	10	San Bernardino	3,765	
	5	6071004700	10	San Bernardino	4,251	
	5	6071004900	10	San Bernardino	5,010	
	5	6071005300	10	San Bernardino	3,829	
	5	6071005400	10	San Bernardino	5,192	
	5	6071005500	10	San Bernardino	6,799	
	5	6071005600	10	San Bernardino	5,047	
	5	6071007000	10	Colton	4,111	
	5	6071007200	10	San Bernardino	4,149	
	5	6073004900	7	San Diego	3,536	

Section V: Energy Cost Verification

Subsection 1: Energy Bill Requirements

Introduction

The energy bill provides verification of the physical address, energy costs, and other valuable utility account information. A copy of the bill(s) will aid the RA in data reporting and must be maintained in the client file.

Bills must include

Energy bill(s) must be complete copies (all pages) for electric and gas services provided to the home, and be <u>current to within 6 weeks</u> of the application intake date. The energy bill must provide the amount of the household's current energy costs and the following:

- 1. Service address
- 2. Account Number
- 3. Name of the utility company
- 4. Customer's name
- 5. The dollar amount of a full month's energy costs (at least 22 days).

Acceptable Verification

If actual copies of the energy bill(s) are unavailable, the RA may accept an official energy statement / print-out from the energy provider that contains all the fields identified above.

Unacceptable Verification

The following are considered unacceptable energy bill verification:

- 1. Closing bills
- 2. Altered bills
- 3. Service address on the energy bill does not match the applicant's service address
- 4. Outdated energy bill
- 5. Deposit accounts or accounts in collections
- 6. Business / Commercial Accounts

Section VI: Dwelling Eligibility Guidelines

Subsection 1: Dwelling Eligibility

Definition

An eligible dwelling is a single-family home or a mobile home as defined below.

"Single-family homes" include detached and attached or semi-attached residences (e.g. zero lot-line homes, halfplexes or townhomes) providing that the property has the legal standing of a single-family home with a separate lot (deeded separately with its own parcel number) and without a condominium ownership structure or home owners' association where architectural approval is needed for changes to the exteriors of the buildings or erection of anything on the roof.

All dwellings must be permanent buildings and located in California. Applicants can have a mailing address in another state, but the location where they receive utility services must be in California.

Mobile homes must meet the following criteria:

- 1. The dwelling must not be mobile (i.e., wheels have been removed, attached porch, etc.).
- 2. The dwelling must have resided in the same location for a minimum of one year.

Section VII: Fraud

Introduction

Regional Administrators and/or CSD staff who have good reason, supported by documentary evidence or firsthand knowledge, to suspect that an applicant, utility company employee, another agency or CSD employee is knowingly, by means of misrepresentation, obtaining, attempting to obtain, or assisting someone else to obtain benefits for which the applicant is ineligible, should report such concerns to an appropriate supervisor.

Definition

Fraud is defined as the intentional misrepresentation of truth to induce another to part with something of value or to surrender a legal right. Fraud can further be defined as statements made, or intentionally misleading actions taken that are initiated with the knowledge that they are false; intended to deceive, or are in reckless disregard for the truth to obtain a benefit or something of value.

Factors

- Fraud may consist of withholding information that would affect eligibility for assistance or the amount thereof.
- Fraud may also include giving false information to obtain benefits from the Low-Income Weatherization Program.

Issues to Consider

- 1. Whether the incorrect or unreported information affects eligibility
- 2. Whether the correct information was, in fact, known to the applicant
- 3. Whether the applicant fully understood the eligibility requirements and their responsibility for reporting information
- 4. Whether material facts were deliberately/intentionally altered or withheld

Denial of Services and Right to Appeal

Only authorized law enforcement personnel can officially determine that a crime has been committed or attempted. However, RAs can evaluate the information provided by applicants and request additional information when reasonably necessary to verify income and their eligibility factors. RAs may deny services if the information appears to be insufficient or contradictory, and give the applicant an opportunity to appeal. If RA staff can document or directly attest to an incident of suspected fraud in which benefits/services were provided to an ineligible household, a police report should be filed at the RA's discretion, and a copy of the report maintained with supporting documents in the client's file.

Whistleblower Reports

Concerns regarding improper activities of a RA employee, or one of their subcontractors, which may impact the integrity of LIWP funded services or the RA's ability to comply with its contractual obligations, should be reported to an appropriate supervisor, or may be directed to the RA's CSD field representative as a 'whistleblower report.' Whistleblower reports may also be submitted to CSD at webinfo@csd.ca.gov.

Appendix A: Completing the Intake Form CSD 43L

Purpose

To assess a household's need and to determine eligibility for LIWP services.

The applicant is the primary source of information in establishing eligibility for LIWP assistance and must furnish the required verification to establish household eligibility.

The proceeding sections are listed on the intake form. Refer to the How to Guide for a complete list of required fields.

Applicant

The applicant is the individual that signs the form. The applicant does not need to be the head of household or the person named on the energy bill, but they must reside in the residence and be at least 18 years of age.

Mail Address

The address where the applicant receives mail. The mailing address may be a P.O. Box or an out-of-state address.

Service Address

The address where the applicant and their household reside and use energy.

- May be a descriptive address
- Has applicant lived at this residence during each of the last 12 months?
- Cannot be a P.O. Box or out-of-state

Phone Number

The phone number with area code for the applicant

E-mail (Optional)

E-mail address for the applicant

Categorical Eligibility

Categorical eligibility may be used in lieu of income eligibility to determine eligibility for households to receive services except for Solar PV (Check the box next to the qualifying program)

Household Members Receiving Income

The number of members in the household receiving income must be recorded. Each person who receives income must also provide proof of their monthly gross income.

Income

Total gross monthly income documentation of all members of the household 18 years of age and older must be included in the client file.

Household Members	Household member information including: names, relation to applicant, date of birth, monthly income, and source of income.
Energy Bill Information	Questions must be answered regarding all home energy costs (natural gas, propane, electricity). Applicants must provide copies of all bills and/or receipts.
Demographics	Every member of the household must be represented in the demographics section
Signature	Must be signed by the applicant or by a witness if the applicant is unable to sign their name. The spouse of the applicant cannot sign the application in lieu of the applicant. Signatures for the electric or gas utility customer of record must also be obtained if different from the applicant. These are required so that LIWP may request energy consumption data from the Investor Owned Utilities (IOUs).
Eligibility Verification	Check the appropriate eligibility of the household applying for services.
Type of Dwelling	Check the appropriate dwelling type of the household applying for services.
Energy Cost	Document the Utility Name, Account Number, Service Address ID and Total Monthly Energy Cost for each fuel type. A copy of all energy bills/receipts must be in the client file.

Appendix B: LIWP Income Guidelines

FY $\underline{2017}$ 60% SMI Guidelines ² \Rightarrow	\$25,103	\$32,827	\$40,551	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$69,516	\$70,964	\$72,413
	HCD FY <u>2018</u> 80% AREA MEDIAN INCOME, BY COUNTY ¹ (except at 60% SMI level, where highlighted)											
No. in Household→ County↓	1	2	3	4	5	6	7	8	9	10	11	12
Alameda County	\$56,300	\$64,350	\$72,400	\$80,400	\$86,850	\$93,300	\$99,700	\$106,150	\$112,550	\$119,000	\$125,400	\$131,850
Alpine County	\$46,100		\$59,250	\$65,800	\$71,100	\$76,350	\$81,600	\$86,900	\$92,100	\$97,400		• • • • • • • • • • • • • • • • • • • •
Amador County	\$40,500		\$52,100		\$62,500	\$67,150		\$76,400		\$85,600		
Butte County	\$35,100		\$45,100	\$50,100	\$55,999	\$63,723		\$66,620			·	
Calves County	\$39,350		\$50,550	\$56,150	\$60,650	\$65,150		\$74,150		\$83,100	\$87,600	\$92,100
Colusa County Contra Costa County	\$33,550 \$56,300	\$38,350 \$64,350	\$43,150 \$72,400	\$48,275 \$80,400	\$55,999 \$86,850	\$63,723 \$93,300	\$65,171 \$99,700	\$66,620 \$106,150	\$68,068 \$112,550	\$70,900 \$119,000		\$78,550 \$131,850
Del Norte County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620		\$70,900		\$78,550
El Dorado County	\$42,650	\$48,750	\$54,850	\$60,900	\$65,800	\$70,650	\$75,550	\$80,400		\$90,150		\$99,900
Fresno County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900		\$78,550
Glenn County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Humboldt County	\$33,550	\$38,350	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Imperial County	\$33,550	\$38,350	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Inyo County	\$40,350		\$51,850		\$62,250	\$66,850		\$76,050		\$85,250		\$94,450
Kern County	\$33,550	·	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900		\$78,550
Kings County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Lake County	\$33,550	\$38,350	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068 \$77,700	\$70,900	\$74,700	\$78,550 \$91,000
Lassen County Los Angeles County	\$38,850 \$50,500	\$44,400 \$57,700	\$49,950 \$64,900	\$55,500 \$72,100	\$59,950 \$77,900	\$64,400 \$83,650	\$68,850 \$89,450	\$73,300 \$95,200		\$82,150 \$106,700	\$86,600 \$112,500	
Madera County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	ii	\$66,620		\$70,900		\$78,550
Marin County	\$73,750		\$94,850				\$130,650		\$147,500		\$164,350	
Mariposa County	\$36,700	\$41,950	\$47,200	\$52,400	\$56,600	\$63,723	\$65,171	\$69,200	\$73,350	\$77,550		\$85,950
Mendocino County	\$34,100		\$43,850		\$55,999	\$63,723	\$65,171	\$66,620		\$72,100		\$79,850
Merced County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900		\$78,550
Modoc County	\$33,550	\$38,350	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Mono County	\$44,750	\$51,150	\$57,550	\$63,900	\$69,050	\$74,150	\$79,250	\$84,350	\$89,450	\$94,550		
Monterey County	\$45,600		\$58,600	\$65,100	\$70,350	\$75,550	\$80,750	\$85,950		\$96,350		
Napa County	\$52,150	\$59,600	\$67,050	\$74,500	\$80,500	\$86,450	\$92,400	\$98,350		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Nevada County Orange County	\$42,950 \$58,450		\$55,200 \$75,150	\$61,300 \$83,450	\$66,250 \$90,150	\$71,150	\$76,050 \$103,500	\$80,950 \$110,200				
Placer County	\$42,650	\$48,750	\$54,850	\$60,900	\$65,800	\$70,650	\$75,550	\$80,400	\$85,250	\$90,150		\$99,900
Plumas County	\$35,100	,,	\$45,100	\$50,100	\$55,999	\$63,723	~~~~~~	\$66,620	\$70,150	\$74,150	\$78,150	\$82,150
Riverside County	\$37,550		\$48,250	\$53,600	\$57,900	\$63,723	\$66,500	\$70,800		\$79,350		\$87,900
Sacramento County	\$42,650	\$48,750	\$54,850	\$60,900	\$65,800	\$70,650	\$75,550	\$80,400	\$85,250	\$90,150		\$99,900
San Benito County	\$46,850	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	\$60,250	\$66,900	\$72,300	\$77,650	\$83,000	\$88,350		minimi	بسسنسسنس	
San Bernardino County	\$37,550	,	\$48,250		\$57,900	\$63,723		\$70,800				
San Diego County San Francisco County	\$50,950 \$73,750		\$65,500	\$72,750 \$105,350	\$78,600	\$84,400 \$122,250		\$96,050	\$101,850 \$147,500		,,	
San Joaquin County	\$37,150		\$47,750		\$57,300	\$63,723		\$70,050				
San Luis Obispo County	\$45,700	,	\$58,850	,	\$70,600	,		\$86,300			\$101,950	
San Mateo County	\$73,750		\$94,850				\$130,650			\$155,900	\$164,350	
Santa Barbara County	\$50,450		\$64,850		\$77,850	\$83,600		\$95,150		\$106,650	\$112,400	
Santa Clara County	\$59,400	,,	\$76,400	\$84,900	\$91,650		\$105,250					
Santa Cruz County	\$56,500		\$72,600	\$80,650	\$87,150		\$100,050				,	***************************************
Shasta County Sierra County	\$34,650 \$39,400	,	\$44,550 \$50,650	\$49,450 \$56,250	\$55,999 \$60,750	\$63,723 \$65,250	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	\$66,620 \$74,250	\$69,250 \$78,750	\$73,200 \$83,250	\$77,150 \$87,750	\$81,100 \$92,250
Siskiyou County	\$33,550	,	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Solano County	\$45,500	,,	\$58,500	\$65,000	\$70,200	\$75,400	\$80,600	\$85,800		\$96,200	,,	
Sonoma County	\$49,350		\$63,450	\$70,500	\$76,150	\$81,800	\$87,450	\$93,100	\$98,700		\$110,000	
Stanislaus County	\$34,750	\$39,700	\$44,650	\$49,600	\$55,999	\$63,723	\$65,171	\$66,620	\$69,450	\$73,400	\$77,400	\$81,350
Sutter County	\$33,550	,,	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900	\$74,700	\$78,550
Tehama County	\$33,550		\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900		\$78,550
Trinity County	\$33,550	,	\$43,150	\$48,275	\$55,999	\$63,723	\$65,171	\$66,620	\$68,068	\$70,900		\$78,550
Tulare County Tuolumne County	\$33,550 \$37,200		\$43,150 \$47,800	\$48,275 \$53,100	\$55,999 \$57,350	\$63,723 \$63,723	\$65,171 \$65,850	\$66,620 \$70,100	\$68,068 \$74,350	\$70,900 \$78,600	\$74,700 \$82,850	\$78,550 \$87,100
Ventura County	\$55,950		\$71,950	\$79,900	\$86,300		\$99,100					
Yolo County	\$43,050		\$55,350		\$66,450	***************************************		\$81,200			\$95,950	
Yuba County	\$33,550			\$48,275	\$55,999			\$66,620		,	\$74,700	
·]	•											